

## Remote Support 18.2.6 Release Notes

Sept. 25, 2018

### Requirements:

- This version of Bomgar has been certified for the physical Bomgar Appliances (B200 & B300), virtual Bomgar Appliances (Azure, VMware, & Hyper-V), and cloud deployment models.
- This release requires Base software 5.3.0 or later.

### New Features:

- Added macOS 10.14 (Mojave) support for the Bomgar customer client.
- Vault discovery can be limited by any combination of domain, accounts, local accounts, and/or endpoints.

### Issues Resolved:

- Resolved an issue with the rep console ceasing to work during proxy detection against an authenticating proxy.
- Resolved an issue with Jumpoint clusters showing as offline in /login when all nodes are actually online.
- Resolved an issue with /console redirecting to /login.
- Improved RDP sessions to favor screen sharing performance over CPU usage.
- Resolved an issue with Linux customer clients using excessive amounts of CPU during sessions when non-English characters such as Umlaut are injected.
- ClearType fonts can now be enabled or disabled when starting or stopping screen sharing. (Windows only)
- Resolved an issue with double quotations not being passed correctly when using non-English keyboard layouts.
- Modified Bomgar Button shortcuts to no longer use 8.3 file paths on Windows.
- Resolved an issue with session policies viewing Windows systems at the login screen as unattended.

### Notes:

- Supports upgrades from RS 17.1.2+. If on a version prior to this, multiple upgrades will be required.
- Requires Integration Client 1.6.3.
- Requires Endpoint Credential Manager 1.2.2.
- Certified with the following Bomgar Mobile versions:
  - [iOS Rep Console 2.2.11+](#)
  - [iOS Customer Client 2.2.11+](#)
  - [iOS Presentation Attendee Client 2.2.1+](#)
  - [Android Rep Console 2.2.11+](#)
  - [Android Customer Client 2.2.11+](#)
  - [Android LG Customer Client 2.2.10 +](#)
  - [Android Samsung Customer Client 2.2.8 +](#)
  - [Android HTC Customer Client 2.2.8 +](#)
  - [Android Presentation Attendee Client 2.2.1 +](#)
  - [Android Jump Client 2.2.3 +](#)
- NOTE: The above mobile apps require a trusted CA-signed certificate on the appliance.